



## Frequently Asked Questions

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### **E-Plex/Simplex: 5000 Series**

**1. How many main models are there under the 5000 Series?**

There are four (4) main lock models under this series – the Simplex 5000, E-Plex 5000, E-Plex 5200 and the E-Plex 5700. The Simplex 5000 is a PIN code based mechanical push button lock, with one code, 1 to 5 digits in length, with thousands of different possible code combinations. The E-Plex 5000 is PIN code based electronic push button lock with 100 access users and audit capability. It can be programmed at the lock or with optional “E-Plex Standard” software – with software, the total access user count in the lock will be 300. The E-Plex 5200 adds access scheduling and up to 3000 access codes. Finally, the E-Plex 5700 does everything the 5200 does, and also grants user access by both PIN code and Proximity keycard. The E5200 and E5700 system locks do require the “E-Plex Advanced ACS” software (not optional) to program and audit the locks. The E-Plex locks are battery operated, electronic pushbutton locks. All the electronic components are contained in one module located inside the lock’s exterior housing.

**2. How are the models of the 5000 Series similar?**

First of all, they have a common aesthetic appearance so an installation site can combine both mechanical and electronic locks as necessary, and still maintain consistency in design. All models have the same installation hole pattern (for same locking trim) and drilling template/jig, so all are simple and quick to install.

All models are available in the same key override formats – key-in-lever, KIL cylinders, or interchangeable and removable cores.

All models are offered in cylindrical and exit trim versions.

All models are offered in the same finishes.

However, only the E-Plex electronic lock models are offered with a wired remote unlock option, a back-to-back “Entry/Exit” mortise without deadbolt version and mortise versions with or without privacy deadbolt.

**3. Can you also retrofit a Simplex 1000 or L1000 with an E5000/5200/5700?**

Absolutely. The 5000 Series locks are designed to easily install and retrofit Simplex 1000 and L1000 locks – completely covering the existing footprint, while requiring only 2 additional through bore holes to be drilled.

**4. Are all the 5000 Series indoor / outdoor locks?**

Yes. The only factor that limits outdoor applications is the operating temperature range for batteries, which is determined by the respective battery manufacturers.

The lock’s exterior housing operates from –31°F (–35°C) to 151°F (66°C). A weather shield must be used to protect against freezing rain.

The interior housing (where batteries are located) operates from –4°F (–20°C) to 130°F (55°C)

**5. Is there a durable metal drill jig available for the 5000 Series?**

Yes, [www.locktools.com](http://www.locktools.com), a drill jig manufacturer, offers a jig that can be used with all models within the 5000 Series.

**6. What are the main features and benefits of the 5000 Series?**

Lock	# of Access Codes	Audit Trail	Battery Life (Openings)	Warranty	Authority Levels	Software*	Communication**	Entry Type	Features
<b>Simplex 5000</b>	1			3 years	User			PIN	Passage & Lockout
<b>E-Plex 5000</b>	100; or 300 with software	3,000; or 9,000 With software	180,000	3 years	Master, Manager, User, Service, M-Unit	Microsoft Excel based template software	Handheld PDA (Palm and Pocket PC)	PIN	Passage, Lockout, Program at lock keypad; Optional Software
<b>E-Plex 5200</b>	3,000	30,000	180,000	3 years	Master, Manager, User, Service, M-Unit	Advanced Access Control Software (ACS)	Handheld PDA (Palm only)	PIN	Passage, Lockout, Access Schedules, & Guest Mgmt – Software required
<b>E-Plex 5700</b>	3,000	30,000	120,000	3 years	Master, Manager, User, Service, M-Unit	Advanced Access Control Software (ACS)	Handheld PDA (Palm only)	PIN, PROX, Keypad	Passage, Lockout, Access Schedules, & Guest Mgmt – Software required

\* Flexible support of Windows OS Vista Home Premium or higher, XP Home & PRO and 2000

\*\* Communication between lock and software. Please visit [www.kabaaccess.com](http://www.kabaaccess.com) for PDA compatibility

## About Electronics

**7. Is there any wiring to or through the door?**

No! The locks require no wires to or through the door. This feature eliminates any chance of crimping/cutting wires, which causes many of the common field issues of electronic locks.

**8. What happens if I put a regular mounting bolt in the LectroBolt (red) mounting hole?**

On a metal door, this could create a short condition where the battery pack gets warm until the battery energy is depleted (1-2 minutes). The lock will not be damaged except for the risk of the

battery holder warping. If you inadvertently did this, you must replace the depleted batteries and the warped battery pack holder.

**9. If I remove the Electronic Module will the lock still operate mechanically?**

Yes, if the electronic module is removed from the E-Plex lock (i.e. for lock maintenance), the lock can remain on the door securely with access granted via the mechanical key override.

**10. Is a remote unlocking feature available?**

Yes, this is a separate sku. The lock comes pre-wired to be interfaced with an external operation, switch/wire.

**11. Where are the batteries located?**

The lock contains four, AA batteries (Alkaline only) (4 x 1.5V = 6V) located in an external battery compartment on the interior housing, on the secure side of the door. The batteries are housed in a battery cover secured by tamper-proof screws. This provides quick and easy battery replacements for multi-lock installations.

**12. How long does it take to change the batteries?**

Batteries can be changed easily in about a minute or so.

**13. If the batteries are located on the interior housing and the electronics are in the exterior housing, how do the electronics get power?**

The lock uses Kaba's innovative "LectroBolt" design (patent pending) to accomplish this. The battery power from the interior housing is transferred to the outside housing where the electronic module is located via a specially designed mounting screw, the "LectroBolt".

**14. What is the estimated battery life of the lock?**

The four AA Alkaline batteries last up to 180,000 openings for the E5000 and the E5200 PIN only locks and up to 120,000 openings for the E5700 PIN and Prox lock, in average conditions. This can vary (+/-) depending on battery brand, lock settings, ambient temperature and frequency of usage. Sometimes the shelf life of the battery may expire before the number of cycles is reached. The lock will indicate a low battery warning when the batteries need to be replaced, anywhere from the last 500 to 5,000 openings based on the above conditions, before the lock completely shuts down. While the lock will continue to operate normally during the limited low battery warning period, it is recommended that the batteries should be replaced as soon as possible when the warning is observed to ensure uninterrupted access.

**15. If the batteries fail or are disconnected does the lock lose all of its data?**

No. The lock data is maintained. However, if the batteries are removed or fail for longer than two minutes, the lock will lose its current date and time and so the current date and time will need to be re-entered or re-programmed in the lock.

**16. What type of tokens (cards, fobs etc) will work with the E-Plex 5700 lock?**

Only HID's Prox cards, fobs and tags manufactured or licensed by HID can be used with this lock. HID's Prox products operate at a frequency of 125 kHz and the card ID data is read only. Similar cards and tokens from other suppliers such as Indala are not compatible with the E-Plex 5700 lock. Similarly cards and tokens from HID's 13.56 or for that matter any other 13.56 MHz read/write systems are also not compatible with this lock.

**17. Do I need a PC and associated software to use the E5000 Series electronic locks?**

It depends on the lock model. The E5000 lock can be used without computers, software, and related accessories by simply programming the lock at its pushbuttons. Optionally, you can use it with the "E-Plex Standard" software which offers added convenience when managing facilities with larger user groups and multiple access points, by permitting you to add and delete users on many locks quickly. The software is easy to use Excel based, which provides an audit trail of who accessed the door, and other auditable events, including templates.

For the E5200 and the E5700 locks, you must use the "E-Plex Advanced Access Control System (ACS)" software to program the lock or use the audit feature. This advanced software with access schedules, accommodating a much larger user base, is different than the above "E-Plex Standard" software.

Note: The same "E-Plex Standard" software can be optionally used with both the E5000 and the new narrow stile E-Plex 3000 lock models with one "database" to manage access control.

**18. What exactly will I get when I buy the E5000 (Excel Based) or the E5200/5700 (Advanced ACS) software package?**

Each of the above two software kits contains the applicable product's program CD and the corresponding Software User Manual. Additionally, the E-Plex ACS software kit also includes the ACS software Training Video CD. You can also watch the E-Plex 5000 series lock installation video and the E-Plex Advanced ACS software training video on Kaba's website at -> [http://www.kaba-ilco.com/access\\_control/products/5000\\_series\\_video.aspx?sm=5000](http://www.kaba-ilco.com/access_control/products/5000_series_video.aspx?sm=5000)

**19. Do I need anything else with this software package to use the system?**

Yes. You also need the following: Microsoft Windows based PC that runs under one of the following OS editions: Vista Home Premium and higher; XP Home or Pro with SP2; or 2000.

A compatible handheld Palm PDA (Personal Digital Assistant) running Palm OS 4.x or higher, or as an alternate choice for the E5000 models only, a Windows Mobile5 OS compatible Pocket PC handheld (see [www.e-plexlock.com](http://www.e-plexlock.com) for up to date list of compatible PDAs)

For the E5000 models only running the E-Plex Standard software: Microsoft Excel program ('2000 or higher) already installed on the PC

These items are not supplied with the lock or software and must be purchased separately by the end user.

**20. If I use the software, can the E5000, E5200 or the E5700 lock be programmed at the shop with all the users' PIN access codes, Prox card IDs etc., before installing at the job site?**

Yes. The lock can be programmed in the shop, but the lock's date and time must be set with the handheld PDA after you install the lock on the door. This is because typically it takes more than two minutes to install the lock on the door with the battery pack disconnected, in which case the lock's the date and time will revert to the factory default of 01/01/2000.

**21. How do I upgrade my E5000 lock models to increase the user/audit count from the current 100Users/3,000Audits to 300Users/9,000Audits capability with the "E-Plex Standard" software?**

When you program a current E5000 lock model with this software via the M-Unit PDA (the first time), the M-Unit software will detect that this is a 100 user/ 3,000 audits lock version and will

automatically upgrade the user/audit count to 300/9,000 during the lock programming sequence. This action is not reversible.

Note: This upgrade operation can be done only with the newer (Version 3) “E-Plex Standard” software but not with any older versions (Version 1 or 2) of the software.

## **22. Can I use one software with any electronic 5000 Series lock?**

No there are actually two different types of software available to operate the different E5000 lock series - the “Standard” version and the “Advanced” version. The E5000 Excel based software called the “E-Plex Standard” and the full featured E5200/E5700 “Advanced ACS” software are not compatible with one another. The E5000 software is designed to be simple. The user and audit counts are small, there is no scheduling, no guest management, no vacation blocks, no proximity keycard users, etc. The Advanced ACS software, which works with the E5200/E5700, on the other hand has all these advanced features providing more options.

## **23. Why can't I use any handheld PDA that uses the PALM OS operating system?**

There are variations between different manufacturers and among different products from the same manufacturer of the Palm PDA. We cannot control how a particular PDA manufacturer utilizes the combination of PDA hardware, operating system and communication protocol. The only way we can be assured that a particular PDA works with all aspects of the lock is to validate it according to our test methodology. See [www.e-plexlock.com](http://www.e-plexlock.com) for an up to date list of compatible PDAs.

Note: The Windows Mobile Pocket PC PDAs however, can work with only the E5000 (and the new narrow stile E3000) lock systems running the “E-Plex Standard” software and not with the E5200/5700 running the “E-Plex Advanced ACS” software.

## **About Warranty**

### **24. What is your warranty policy?**

Kaba offers a 3-Year warranty for our simplex 5000 mechanical locks from the date of purchase and a 3-Year warranty for our E-Plex 5000 locks from the date of activation. The electronic lock's firmware continuously maintains a “warranty counter” from the time of the lock's installation – keeping track of exactly how many days have elapsed since installation. This eliminates the paperwork hassles associated with warranties, and ensures warranty claims are confirmed and processed in a timely and fair manner.